

## Liverpool Clinical Laboratories Quality Policy

Liverpool Clinical Laboratories (LCL) is the largest pathology service provider in Cheshire and Merseyside, formed from the amalgamation of the pathology clinical services and laboratories of the Aintree University Hospital NHS Foundation Trust (AUHFT) and the Royal Liverpool and Broadgreen University Hospitals NHS Trust (RLBUHT). We work primarily on the diagnosis of disease but also evaluate the effectiveness of treatments and undertake research into the causes and cures of disease, processing over 15 million tests each year.

LCL provides specialist clinical laboratory services, regionally and nationally, meeting the needs of acute, primary and specialist healthcare providers. Our high quality clinical laboratories cover the main disciplines of:

- **Blood Sciences:** Biochemistry, Blood and Marrow Transplantation, Haematology, and Transfusion Science
- **Cellular Pathology:** Histopathology, Cytology, Molecular Pathology, Mortuary and Bereavement Services
- **Infection and Immunity:** Medical Microbiology, Virology, Immunology and Histocompatibility and Immunogenetics
- **Other services include:** Haemato-Oncology Diagnostic Service, Phlebotomy and Point of Care Testing

LCL has over 550 highly trained consultants, scientists, laboratory assistants, anatomical pathology technicians and phlebotomists involved in the processing and examination of clinical samples and the clinical interpretation of results supported by a dedicated and efficient team of administrative staff. We engage and work closely with partners, suppliers and service users to understand and promote better use of services. Our vision is to pioneer new technologies and ways of working that better inform decisions about a person's health, by providing greater accessibility to clinical diagnostic services. LCL is committed to providing a service of the highest quality to internal and external users and the community and shall be aware of, and take into consideration, the needs and requirements of our patients and users.

The full scope of our services including current accreditation status is available in the Laboratory Handbook. Tests we are unable to perform on site are referred to laboratories who uphold equivalent quality standards.

In order to ensure that the needs and requirements of users are met, LCL will:

- operate a quality management system to integrate the organisation, procedures, processes and resources.
- set and review quality objectives and plans in order to implement this quality policy that are aligned to the business planning and strategy of LCL.
- strive to achieve continual quality improvement to support safe and effective patient care.

Doc. No:	QMS-POL-29	Approved by:	Alyson Constantine
Author:	Vikki Sandland	Page 1 of 3	Last printed 13/11/2018 15:49

- communicate regularly with service users to ensure that the analytical tests and their interpretation are fit for purpose.
- review the quality management system to ensure its continuing suitability and effectiveness.
- ensure that all personnel are familiar with this quality policy.
- commit to the health, safety and welfare of its entire staff. Visitors to the department will be treated with respect, and due consideration will be given to their safety while on site.
- commit to compliance with all relevant environmental legislation.
- uphold professional values and be committed to maintaining good professional practice and conduct.
- ensure services are safe, caring, responsive, effective and well-led.
- ensure that all staff are familiar with, and work in accordance with, the Quality Manual and all policies and standard operating procedures relevant to their working practice.
- work through the governance framework to ensure that management objectives are cascaded to all staff and that staff suggestions for service improvement are treated with respect and due consideration.
- maintain patient confidentiality at all times at a level to comply with current legislation.
- ensure that there is an environment where everyone feels valued and is able to perform to their best potential.
- collaborate by bringing together complementary skills and experiences that share a vision for success.

**LCL will comply with all relevant regulatory bodies and legislation covering its activities including the United Kingdom Accreditation Service (UKAS), Blood Safety and Quality Regulations (BSQR), Medicines and Healthcare products Regulatory Agency (MHRA), European Federation for Immunogenetics (EFI), Human Tissue Authority (HTA) and Joint Accreditation Committee-ISCT & EBMT (JACIE) and is committed to:**

- staff recruitment, training, development and retention at all levels to provide a full and effective service to its users.
- encouraging and promoting equality, diversity and human rights and eliminating discrimination ensuring equality of access for all staff to both training and development opportunities.
- the proper procurement and maintenance of equipment and other resources as are needed for the provision of the service.
- the collection, transport and handling of all specimens in such a way as to ensure the correct performance of laboratory examinations, and storage and disposal of specimens in accordance with current legislation and guidelines.
- the use of examination procedures that are fit for intended use and that will ensure the highest achievable quality of all tests performed.
- reporting results of examinations in ways which are timely, confidential, accurate and clinically useful.

Doc. No:	QMS-POL-29	Approved by:	Alyson Constantine
Author:	Vikki Sandland	Page 2 of 3	Last printed 13/11/2018 15:49

- the assessment of user satisfaction, in addition to internal quality control and audit and external quality assessment, in order to produce continual quality improvement.
- regular monitoring and review of nonconformities which may occur within the laboratory with implementation of corrective and preventive actions in order to achieve continual quality improvement.
- regular review of referral laboratories to ensure suitability to perform requested examinations.
- regular review of equipment, reagents and consumables that affect the quality of our service.

This policy applies to the laboratories and mortuaries managed by LCL which are situated at Aintree, Royal Liverpool and Broadgreen Hospitals. A Haematology laboratory is also managed by LCL at Liverpool Women's Hospital.

The LCL Quality Policy is also reflected in contracts and service level agreements with other organisations for the provision of clinical laboratory services.